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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/730,422	12/04/2000	Sanaa F. Abdelhadi	AUS9-2000-0593-US1	7181

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EXAMINER

JACKSON, JAKIEDA R

ART UNIT PAPER NUMBER

2655

DATE MAILED: 02/01/2005

Please find below and/or attached an Office communication concerning this application or proceeding.

<b>Office Action Summary</b>	<b>Application No.</b>	<b>Applicant(s)</b>	
	09/730,422	ABDELHADI ET AL.	
	<b>Examiner</b>	<b>Art Unit</b>	
	Jakieda R Jackson	2655	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

#### Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
  - If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
  - If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
  - Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133).
- Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

#### Status

- 1) ☒ Responsive to communication(s) filed on 24 June 2004.
- 2a) ☒ This action is **FINAL**.                      2b) ☐ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

#### Disposition of Claims

- 4) ☒ Claim(s) 1-30 is/are pending in the application.
- 4a) Of the above claim(s) \_\_\_\_\_ is/are withdrawn from consideration.
- 5) ☐ Claim(s) \_\_\_\_\_ is/are allowed.
- 6) ☒ Claim(s) 1-30 is/are rejected.
- 7) ☐ Claim(s) \_\_\_\_\_ is/are objected to.
- 8) ☐ Claim(s) \_\_\_\_\_ are subject to restriction and/or election requirement.

#### Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☒ The drawing(s) filed on 04 December 2000 is/are: a) ☒ accepted or b) ☐ objected to by the Examiner.  
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).  
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

#### Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All    b) ☐ Some \*    c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.
3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).
- \* See the attached detailed Office action for a list of the certified copies not received.

#### Attachment(s)

- |   |   |
|---|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892)             | 4) <input type="checkbox"/> Interview Summary (PTO-413)                     |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948)    | Paper No(s)/Mail Date. _____  |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08) | 5) <input type="checkbox"/> Notice of Informal Patent Application (PTO-152) |
| Paper No(s)/Mail Date _____   | 6) <input type="checkbox"/> Other: _____                                    |

## DETAILED ACTION

### *Response to Amendment*

1. In response to the Office Action mailed March 24, 2004, applicant submitted an amendment filed on June 24, 2004, in which the applicant amended claims and request reexamination and reconsideration with respect to independent **claims 1, 14 and 26**.

### *Response to Arguments*

2. Applicant amends claims to includes a connection device configured to create a direct connection between a remotely located authorized representative of the computer related product and the service alert to allow the authorized representative to interactively share information with the service agent during troubleshooting of the computer related product.

However, applicant's arguments with respect to claims 1, 14 and 26 have been considered but are moot in view of the new ground(s) of rejection.

***Claim Rejections - 35 USC § 103***

3. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

4. **Claims 1- 8,10, 11, 13-23, 25-28 and 30** are rejected under 35 U.S.C. 103(a) as being unpatentable over Ashby, III et al (U.S. Patent No. 5,852,803), hereinafter referenced as Ashby in view of Owhadi.

Regarding **claims 1, 14 and 26**, Ashby discloses a service alert agent integrated functionally with a computer for providing access to product information for a computer related product (col. 2, lines 21 - 25) comprising:

a memory device that stores the product information and being located on an external portion of the computer related product;

an audio device that audibly conveys the product information stored in the memory device (abstract; fig. 11, elements 80 and 74); and

a recording device that records audio and stores the audio in the memory (abstract; fig. 11, elements 14, 81, 82 and 84), but lacks a connection device configured to create a direct connection between a remotely located authorized representative of the computer related product and the service alert to allow the authorized representative to interactively share information with the service agent during troubleshooting of the computer related product.

Owhadi discloses an electronic apparatus having improved diagnostic interface including a connection device (PC buzzer) configured to create a direct connection (transmit directly) between a remotely located authorized representative of the computer related product (technical support) and the service alert (power button) to allow the authorized representative to interactively share information (machine serial number, system configuration, etc.) with the service agent during troubleshooting of the computer related product (column 6, lines 25-44), to thereby improve the overall efficiency of the support process.

Therefore, it would have been obvious to one of ordinary skill in the art at the time the invention was made to modify Ashby's product such that it includes the configuration, to obtain an easy and convenient way to transmit pertinent information related to the product.

Regarding **claims 2, 5, 15 and 26**, Ashby discloses a recording device (including microphone) that records audio and stores the audio in the memory device (abstract; fig. 11, elements 14, 81, 82 and 84).

Regarding **claims 3, 16 and 27**, Ashby discloses that an audio device audibly conveys the product information in more than one spoken language (col. 9, lines 57-60).

Regarding **claims 4 and 17**, Ashby discloses a power source (battery) for independently powering the service alert agent (fig. 10, element 40).

Regarding **claims 6, 7, 8, 10, 18, 19, 20 and 22**, Ashby discloses a method/apparatus of communicating (sending and receiving information or allowing remote accessibility to and from) with a memory device of the computer system to allow

automatic and electronic maintenance, checking and updating of the service alert agent (col. 10, line 54 – col. 21, line 7).

Regarding **claims 11, 23 and 28**, Ashby discloses a service alert agent for providing access to product information for a computer, but lacks providing remote accessibility by at least one customer service or technical support representatives of the computer related product.

Owhadi discloses an electronic apparatus providing access to product information for a computer providing remote accessibility by at least one customer service or technical support representatives of the computer related product (column 6, lines 25-44), to thereby improve the overall efficiency of the support process.

Therefore, it would have been obvious to one of ordinary skill in the art at the time the invention was made to modify Ashby's product such that it provides remote accessibility by at least one customer service or technical support representatives of the computer related product, to obtain an easy and convenient way to transmit pertinent information related to the product.

Regarding **claims 13, 25 and 30**, Ashby discloses the product information includes at least one of the serial number of product, important technical support and customer service phone numbers related to the product, product warranty information, product tips, product advice or frequently asked questions (fig. 11, element 72).

5. **Claims 9 & 21** are rejected under 35 U.S.C. 103(a) as being unpatentable over Ashby in view Owhadi, as applied above, in further view of Moore (U.S. Patent 5,983,182).

Regarding **claims 9 and 21**, Ashby in view of Owhadi discloses a service alert agent for providing access to product information for a computer, but do not disclose communicating with a printer to allow printouts and hard copies of the product information.

However, Moore teaches the use of a printer for generating print-based and/or auditory based language friendly labels (column 6, lines 12-14). Generally, the product-consumer relationship can be greatly improved due to the many benefits provided by audible and/or printable labels especially for the elderly, immigrants and the disabled (column 2, lines 1-9).

Therefore, it would have been obvious to one of ordinary skill at the time of the invention to modify Ashby in combination with Owhadi's product to include a printer, as taught by Moore, since it would have been beneficial to provide customers with printable versions of the label (column 2, lines 46-56).

6. **Claims 12, 24 and 29** are rejected under 35 U.S.C. 103(a) as being unpatentable over Ashby in view of Owhadi, as applied above, in further view of Shaw (U.S. Patent 6,568,596).

Regarding **claims 12, 24 and 29**, Ashby in view of Owhadi discloses a service alert agent for providing access to product information for a computer, but do not disclose recording and storing each service on the product for creating a service history list.

However, Shaw teaches the use of XML-based barcode scanner (label reader) that is used to determine the information related to a rental vehicle, including their service history, by reading the label (col. 3, lines 25-50).

Labels can store valuable information related to the product including technical specifications, rental and service history, etc. making it easy to track and dispense information about a particular product.

Therefore, it would have been obvious to one of ordinary skill at the time of the invention to modify Ashby in combination with Owhadi's product to include service history data, as taught by Shaw, since it would have made such information easily accessible to customers.



***Conclusion***

7. Applicant's amendment necessitated the new ground(s) of rejection presented in this Office action. Accordingly, **THIS ACTION IS MADE FINAL**. See MPEP § 706.07(a). Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire **THREE MONTHS** from the mailing date of this action. In the event a first reply is filed within **TWO MONTHS** of the mailing date of this final action and the advisory action is not mailed until after the end of the **THREE-MONTH** shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than **SIX MONTHS** from the date of this final action.


Art Unit: 2655

8. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Jakieda R Jackson whose telephone number is 703.305.5593. The examiner can normally be reached on Monday through Friday from 7:30 a.m. to 5:00p.m.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Doris To can be reached on 703. 305.4827. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

JRJ  
January 26, 2005



DAVID L. OMETZ  
PRIMARY EXAMINER